

## Instructions: How to Connect to UTSA MyAppsVDI

You can quickly access the VDI by using your web browser and going to: <u>https://myappsvdi.utsa.edu/</u>. You will use your UTSA ID and Passphrase to login.

myappsvdi.utsa.edu	× +
← → C 🔒 myappsvdi.u	tsa.edu/my.policy
<b>f5</b>	
Secure Logon for F5 Networks	
Username	
Password	
Logon	

You will be presented with the VDI's currently entitled to your account. Select Student\_General to access the Student VDI.

- → C (≜ myappsvdi.utsa.edu	ی/vdesk/webtop.eui?webtop=/Common/Horizon	/iew_VDLapp/HorizonView_VDL_webtop&webtop_type	=webtop_full		幹 Welcome to F5 Net	works
) Applications and Links	Student_General	Test1	MobaXterm	Notepad	For VDI settings 🔍 Find	i Resource 🛛 Ə Help
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First-time Users will be presented with the screen to select either the HTML 5 client or the VMware Horizon Client. Select HTML 5 to continue to access the VDI via the browser.

Select client
You can open the resource with <b>VMware Horizon</b> or <b>HTML5 Client</b> . Please select one. You can download VMware Horizon from here.
VMware Horizon HTML5 Client Cancel

After about a minute you will be presented with the Windows 10 virtual machine:



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For more options, select the side tab bar:



## And you will be presented with this:





In the Options you may select: CTRL-ALT-Delete, File Transfer, and Menu.

Note: Copy and Paste feature is currently disabled.



## Troubleshooting steps:

**White screen:** If you see a white screen after selecting your VDI, during the "Just a moment" startup page, it is normal. The system is trying to find you an available PC to utilize. Just give it about a minute to load.





F5 – Horizon broken icon: If presented with the image below. Select the HorizonView\_VDI.app link.



You will be presented with the window below. Please select Try Again.



You will be presented with a second login window. Please enter your UTSA credentials and passphrase.



Type your username and pass Username:	word
Password: Domain:	•••••
Log	gon Cancel

If authenticated properly, you will be presented with the standard page where your VDI's are presented.

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<b>f</b> 5					Welcome to FS Network	s 🙆 Logout
					🥫 VDI settings 🔍 Find Res	ource 🔞 Help
Applications and Links     Engineering VDI     VMware View Desktop	Student_General VM/ware View Desktop	Test1 VMware View Desktop	MobaXterm VMware View App	Notepad VMware View App	Notepad VMware View App	
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**VPN issues:** If the user is currently connected to VPN, they are unable to access the VDI page as it uses the same F5 tunnel. Users will just get "this site can't be reached" error."

← → C ① myappsvdi.utsa.edu	¢	<b>e</b> :
	This site can't be reached	
	The connection was reset.	
	Try: Checking the connection Checking the proxy and the firewall Running Windows Network Diagnostics ERR_CONNECTION_RESET	
	Reload Details	

Other possible errors:

Duo authentication error: confirm if user has Duo account created.

**Wrong username and password:** confirm user is not locked out of their account and is currently part of the Active Students Security group.

Browser compatibility: Verify customer is in the most up to date version of their browser.

Unable to view Student\_General VDI: Verify customer is part of the Active Students security group.

**Unable to access web page:** Is the customer connected to VPN? Is the customer connected to the internet? What is customer's internet speed? Who is customers ISP? Can they access it through another device, another browser, or another network? Things to gather are possibly Browser version, OS version, ISP, and speed test.

**Application issues:** Customer is missing a feature in the applications.